AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1.   (Currently amended) A method for role analysis in an organization, comprising:

determining categories of roles of the organization;

determining audience segments of the organization based on the categories to gather data related to the roles of the organization;

identifying subject matter experts from the audience segments of the organization;

reviewing documents related to the roles of the organization;

interviewing the subject matter experts of the organization using at least in part core task templates, to obtain information related to core tasks, formal training, technical knowledge, process knowledge, and problem solving skills of the roles in the organization;

creating one or more role analysis profiles based on the reviewed documents and the obtained information, wherein each of the role analysis profiles are organized to comprise a list of at least one core task, a list of at least one formal training requirement, a list of at least one process knowledge requirement, a list of at least one technical knowledge requirement, and a list of at least one problem solving skill;

validating the created role analysis profiles; and

creating final role analysis profiles based on the validation.

2.   (Original) The method of claim 1, wherein the determining step further comprises:

consulting with one or more managers of the organization to determine categories of roles.

3.   (Canceled)

4.   (Canceled)

5.   (Original) The method of claim 1, wherein reviewing documents further comprises:

reviewing documents that comprise processes, position descriptions, learning content, or product manuals.

6.   (Canceled)

7.   (Previously Amended) The method of claim 1, wherein the interviewing step further comprises:

recording the obtained information on core task templates.

8.   (Original) The method of claim 1, wherein creating one or more role analysis profiles further comprises:

determining one or more core tasks of the one or more role analysis profiles.

9.   (Original) The method of claim 8, wherein determining one or more core tasks further comprises:

compiling interview information from core task templates.

10.   (Original) The method of claim 9, wherein compiling interview information further includes:

grouping core task templates by common core tasks to create the one or more role analysis profiles.

11.   (Original) The method of claim 9, wherein compiling interview information further comprises:

grouping core task templates by common audience segment to
create the one or more role analysis profiles.

12.   (Canceled)

13.   (Original) The method of claim 1, wherein validating the one or more role
analysis profiles comprises:

reviewing the one or more created role analysis profiles with subject
matter experts other than the interviewed subject matter experts;
and

receiving feedback from the reviewing subject matter experts.

14.   (Original) The method of claim 13, wherein receiving feedback from the
reviewing subject matter experts further comprises:

modifying the one or more reviewed role analysis profiles based on the
received feedback.

15.   (Original) The method of claim 14, wherein the validating step further comprises:

reviewing the one or more role analysis profiles with managers of the
organization; and

receiving feedback from the managers.

16.   (Original) The method of claim 15, wherein the validating step further comprises:

modifying the one or more role analysis profiles based on the review with
the managers.

17.   (Original) The method of claim 1, further comprising:

determining desired training for one or more members of the organization
based on the one or more final role analysis profiles.

18.   (Original) The method of claim 1, further comprising:

determining skill gaps in the organization based on the one or more final
role analysis profiles.

19.   (Canceled)

20.   (Previously Amended) The method according to claim 18, wherein determining skill gaps comprises:

receiving data on an individual's qualifications;

organizing the data on the individual's qualifications according to the individual's formal training, technical knowledge, process knowledge, and problem solving skills; and

comparing the individual's formal training, technical knowledge, process knowledge, and problem solving skills with the formal training, the technical knowledge, the process knowledge, and the problem solving skills of the one or more final analysis profiles.